Based on Survey of Patients' Hospital Experiences (HCAHPS)

Provider Number	Hospital Name	City
220066	MERCY MEDICAL CENTER	SPRINGFIELD
220067	QUINCY MEDICAL CENTER	QUINCY
220031	BOSTON MEDICAL CENTER CORPORATION	BOSTON
220011	CAMBRIDGE HEALTH ALLIANCE	CAMBRIDGE
220060	JORDAN HOSPITAL INC	PLYMOUTH
220073	MORTON HOSPITAL	TAUNTON
220075	MASSACHUSETTS EYE AND EAR INFIRMARY	BOSTON
220163	UMASS MEMORIAL MEDICAL CENTER INC	WORCESTER
220016	BAYSTATE FRANKLIN MEDICAL CENTER	GREENFIELD
220077	BAYSTATE MEDICAL CENTER	SPRINGFIELD
220171	LAHEY CLINIC HOSPITAL	BURLINGTON
220008	STURDY MEMORIAL HOSPITAL	ATTLEBORO
220019	HARRINGTON MEMORIAL HOSPITAL	SOUTHBRIDGE
220063	LOWELL GENERAL HOSPITAL	LOWELL
220074	SOUTHCOAST HOSPITAL GROUP, INC	FALL RIVER
220176	ST VINCENT HOSPITAL	WORCESTER

Page 1 of 116 06/11/2012

Based on Survey of Patients' Hospital Experiences (HCAHPS)



Page 2 of 116 06/11/2012

Based on Survey of Patients' Hospital Experiences (HCAHPS)



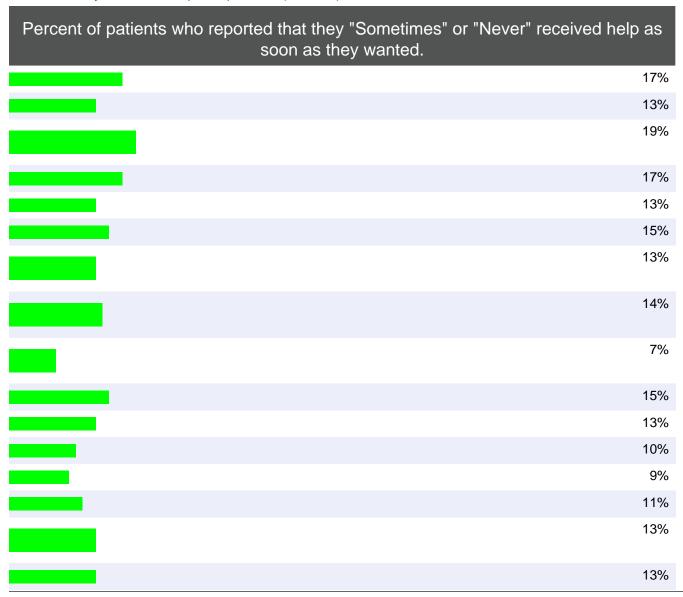
Page 3 of 116 06/11/2012

Based on Survey of Patients' Hospital Experiences (HCAHPS)



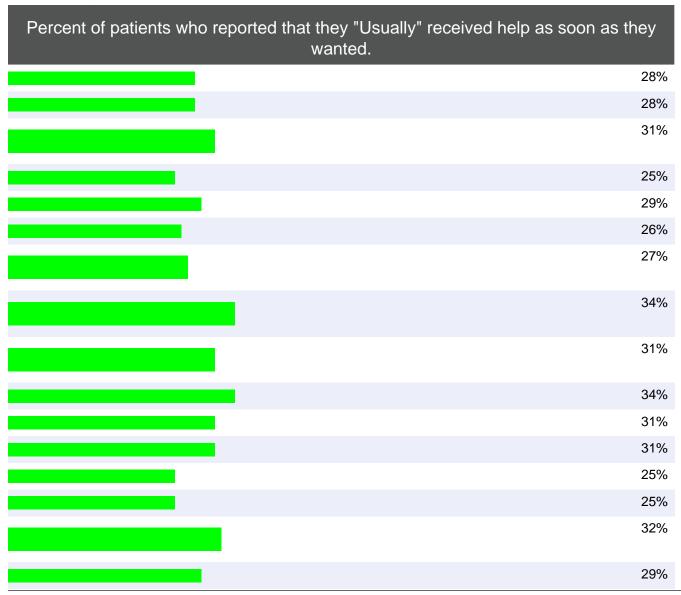
Page 4 of 116 06/11/2012

Based on Survey of Patients' Hospital Experiences (HCAHPS)



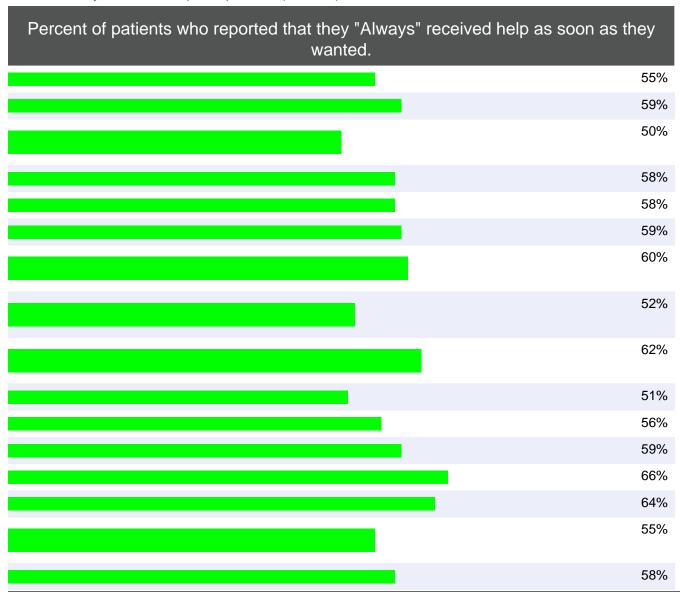
Page 5 of 116 06/11/2012

Based on Survey of Patients' Hospital Experiences (HCAHPS)



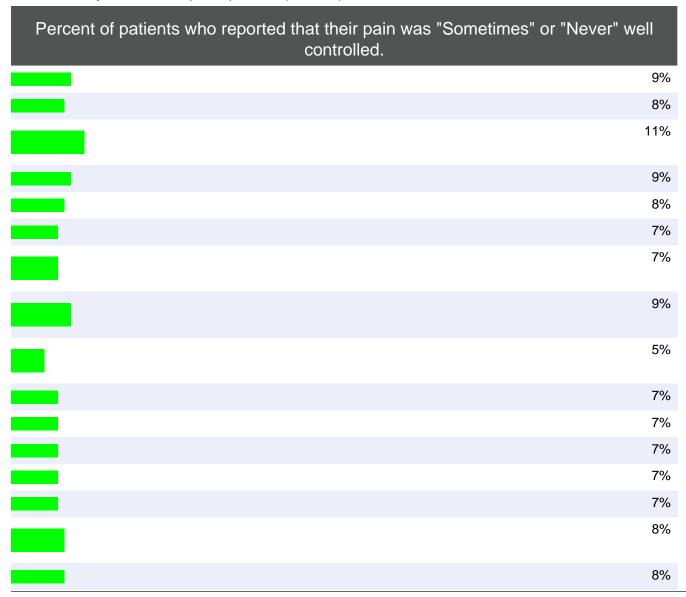
Page 6 of 116 06/11/2012

Based on Survey of Patients' Hospital Experiences (HCAHPS)



Page 7 of 116 06/11/2012

Based on Survey of Patients' Hospital Experiences (HCAHPS)



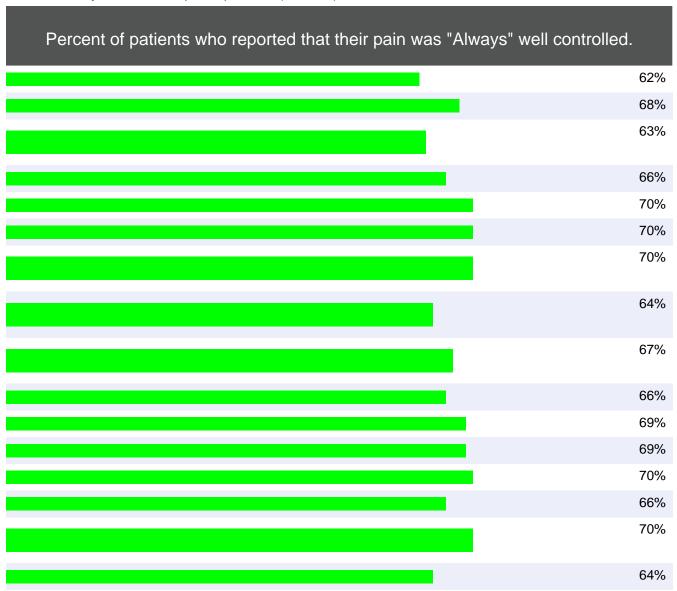
Page 8 of 116 06/11/2012

Based on Survey of Patients' Hospital Experiences (HCAHPS)



Page 9 of 116 06/11/2012

Based on Survey of Patients' Hospital Experiences (HCAHPS)



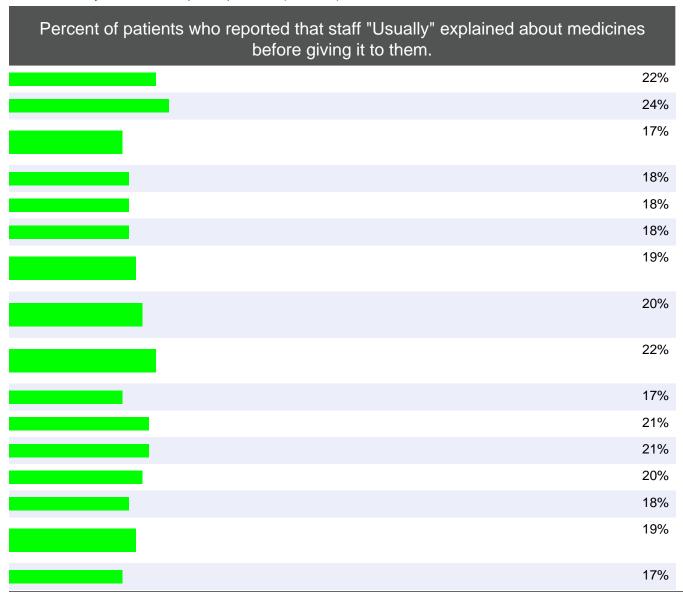
Page 10 of 116 06/11/2012

Based on Survey of Patients' Hospital Experiences (HCAHPS)



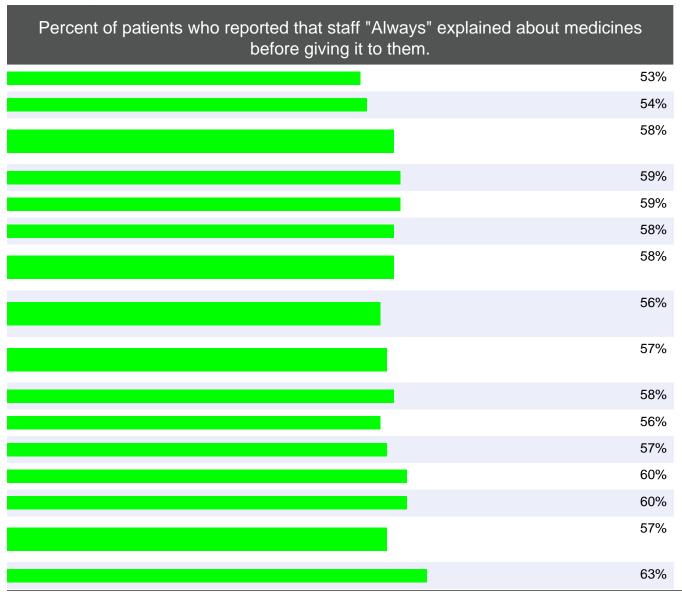
Page 11 of 116 06/11/2012

Based on Survey of Patients' Hospital Experiences (HCAHPS)



Page 12 of 116 06/11/2012

Based on Survey of Patients' Hospital Experiences (HCAHPS)



Page 13 of 116 06/11/2012

Based on Survey of Patients' Hospital Experiences (HCAHPS)



Page 14 of 116 06/11/2012

Based on Survey of Patients' Hospital Experiences (HCAHPS)



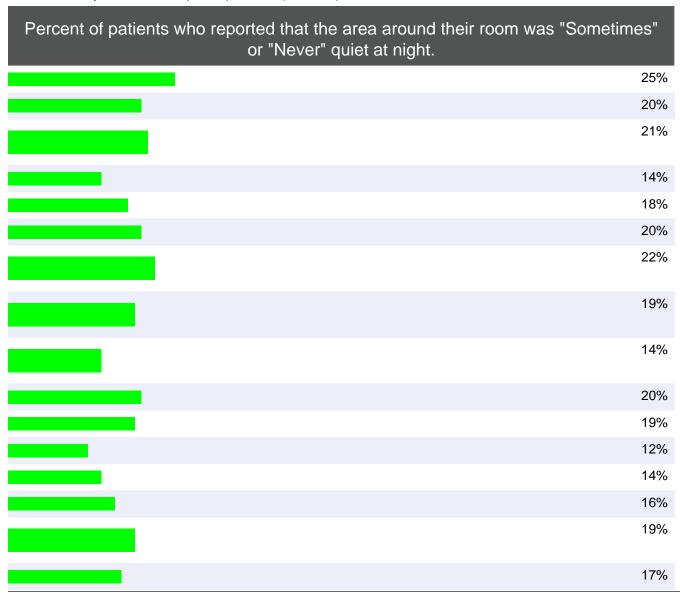
Page 15 of 116 06/11/2012

Based on Survey of Patients' Hospital Experiences (HCAHPS)



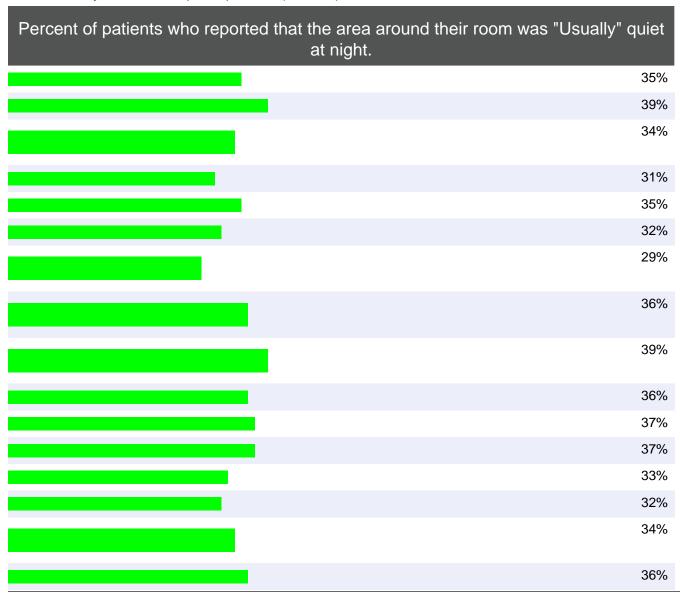
Page 16 of 116 06/11/2012

Based on Survey of Patients' Hospital Experiences (HCAHPS)



Page 17 of 116 06/11/2012

Based on Survey of Patients' Hospital Experiences (HCAHPS)



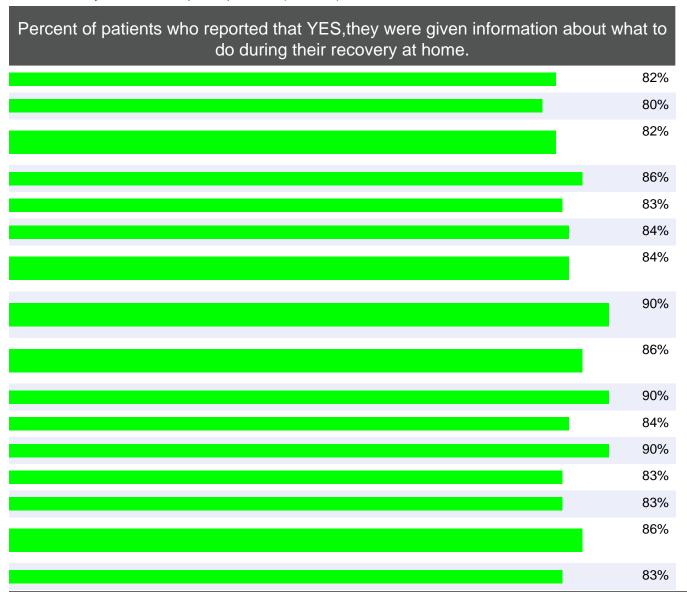
Page 18 of 116 06/11/2012

Based on Survey of Patients' Hospital Experiences (HCAHPS)



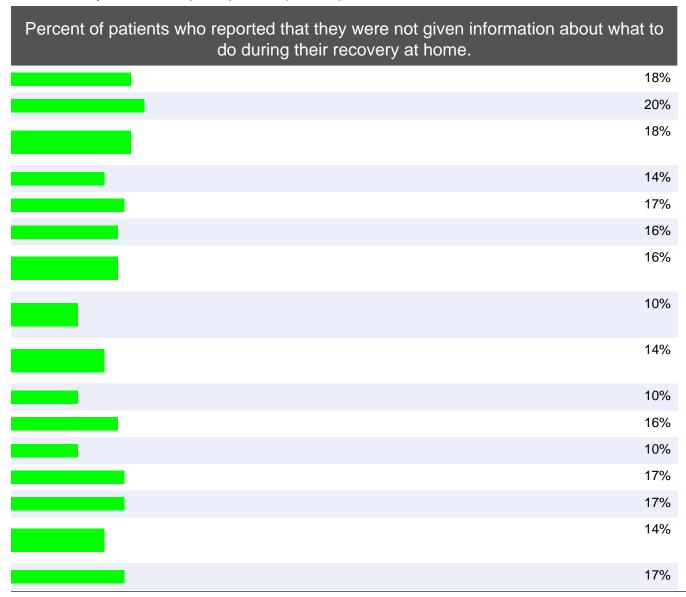
Page 19 of 116 06/11/2012

Based on Survey of Patients' Hospital Experiences (HCAHPS)



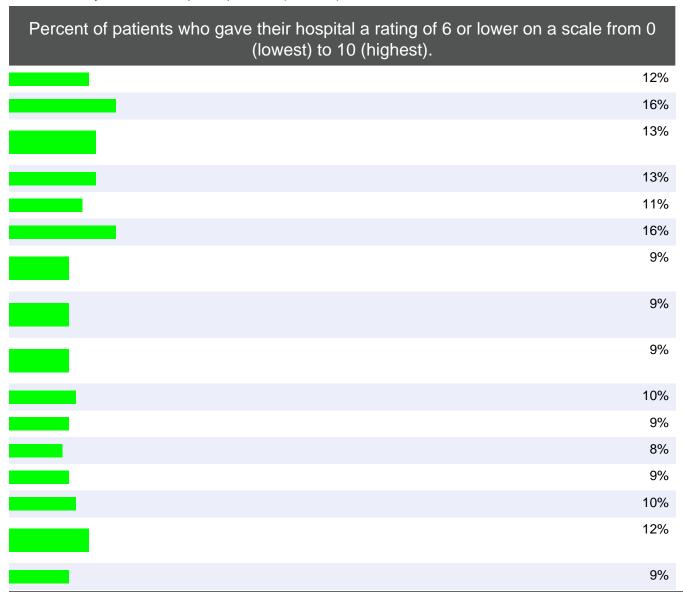
Page 20 of 116 06/11/2012

Based on Survey of Patients' Hospital Experiences (HCAHPS)



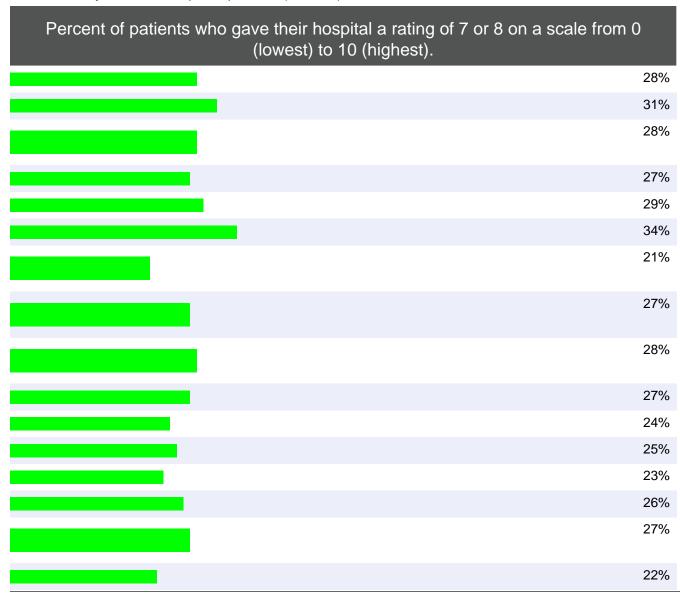
Page 21 of 116 06/11/2012

Based on Survey of Patients' Hospital Experiences (HCAHPS)



Page 22 of 116 06/11/2012

Based on Survey of Patients' Hospital Experiences (HCAHPS)



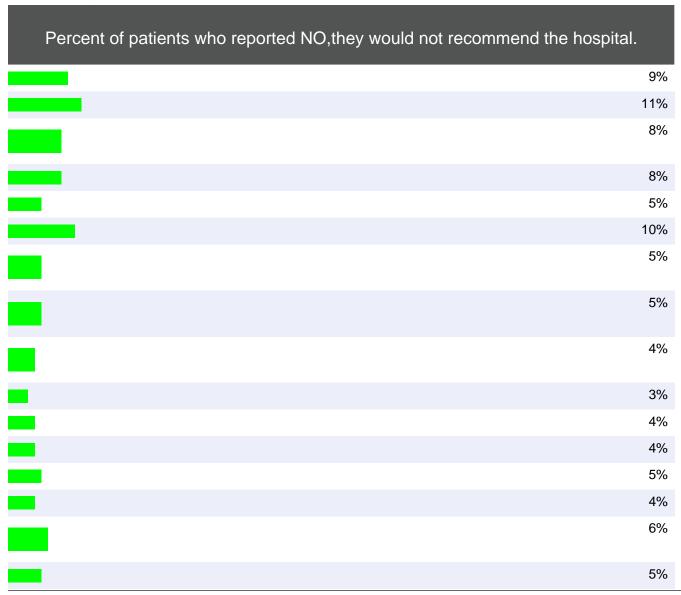
Page 23 of 116 06/11/2012

Based on Survey of Patients' Hospital Experiences (HCAHPS)



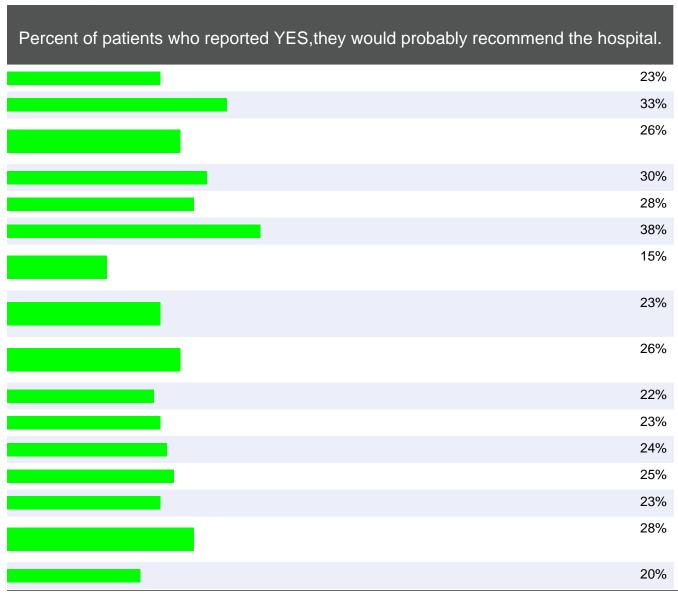
Page 24 of 116 06/11/2012

Based on Survey of Patients' Hospital Experiences (HCAHPS)



Page 25 of 116 06/11/2012

Based on Survey of Patients' Hospital Experiences (HCAHPS)



Page 26 of 116 06/11/2012

Based on Survey of Patients' Hospital Experiences (HCAHPS)



Page 27 of 116 06/11/2012

Based on Survey of Patients' Hospital Experiences (HCAHPS)

Edded on Survey of Fallonia Hospital Experiences (Fishtin S)		
	Number of Completed Surveys	
300 or more		

Page 28 of 116 06/11/2012

Based on Survey of Patients' Hospital Experiences (HCAHPS)

Survey Response Rate Percent		Hospital Footnote
	37%	
	26%	
	18%	
	21%	
	29%	
	27%	
	39%	
	26%	
	29%	
	33%	
	37%	
	30%	
	30%	
	32%	
	30%	
	35%	

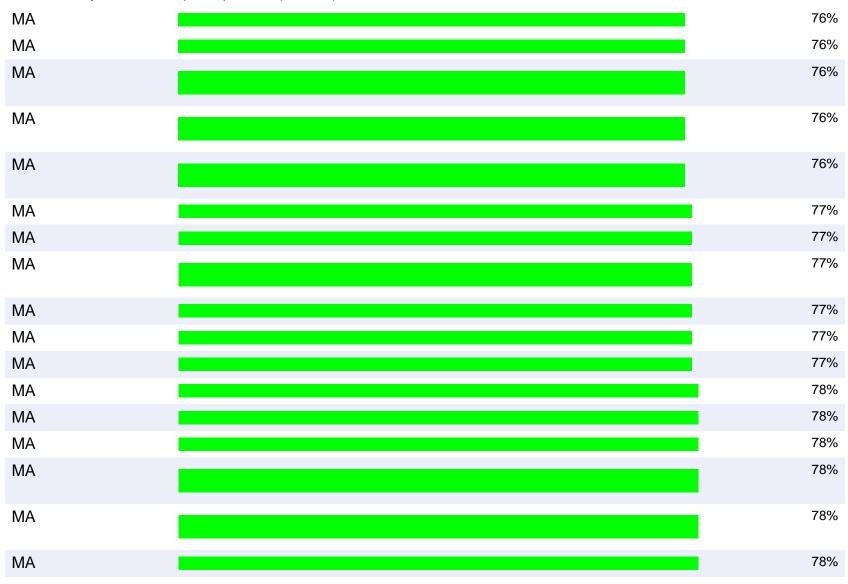
Page 29 of 116 06/11/2012

Based on Survey of Patients' Hospital Experiences (HCAHPS)

	,	
220024	HOLYOKE MEDICAL CENTER	HOLYOKE
220035	NORTH SHORE MEDICAL CENTER	SALEM
220052	SIGNATURE HEALTHCARE BROCKTON HOSPITAL	BROCKTON
220098	NASHOBA VALLEY MEDICAL CENTER	AYER
220111	GOOD SAMARITAN MEDICAL CENTER	BROCKTON
220001	HEALTHALLIANCE HOSPITALS, INC	LEOMINSTER
220002	MOUNT AUBURN HOSPITAL	CAMBRIDGE
220015	COOLEY DICKINSON HOSPITAL INC,THE	NORTHAMPTON
220049	MARLBOROUGH HOSPITAL	MARLBOROUGH
220082	SAINTS MEDICAL CENTER INC	LOWELL
220135	FALMOUTH HOSPITAL	FALMOUTH
220012	CAPE COD HOSPITAL	HYANNIS
220070	HALLMARK HEALTH SYSTEM	MELROSE
220080	HOLY FAMILY HOSPITAL	METHUEN
220086	BETH ISRAEL DEACONESS MEDICAL CENTER	BOSTON
220100	SOUTH SHORE HOSPITAL	SOUTH WEYMOUTH
220174	MERRIMACK VALLEY HOSPITAL	HAVERHILL

Page 30 of 116 06/11/2012

Based on Survey of Patients' Hospital Experiences (HCAHPS)



Page 31 of 116 06/11/2012

Based on Survey of Patients' Hospital Experiences (HCAHPS)

17% 18% 17% 17% 17% 17%
17%
17%
15%
16%
17%
20%
15%
16%
16%
14%
15%
17%
18%
15%

Page 32 of 116 06/11/2012

Based on Survey of Patients' Hospital Experiences (HCAHPS)



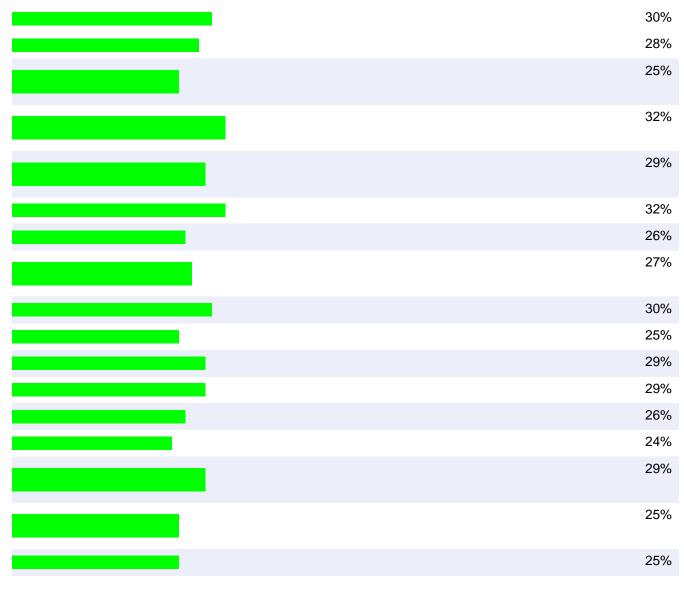
Page 33 of 116 06/11/2012

Based on Survey of Patients' Hospital Experiences (HCAHPS)

11%
10%
15%
13%
14%
11%
9%
11%
9%
10%
9%
10%
10%
12%
13%
8%
9%

Page 34 of 116 06/11/2012

Based on Survey of Patients' Hospital Experiences (HCAHPS)



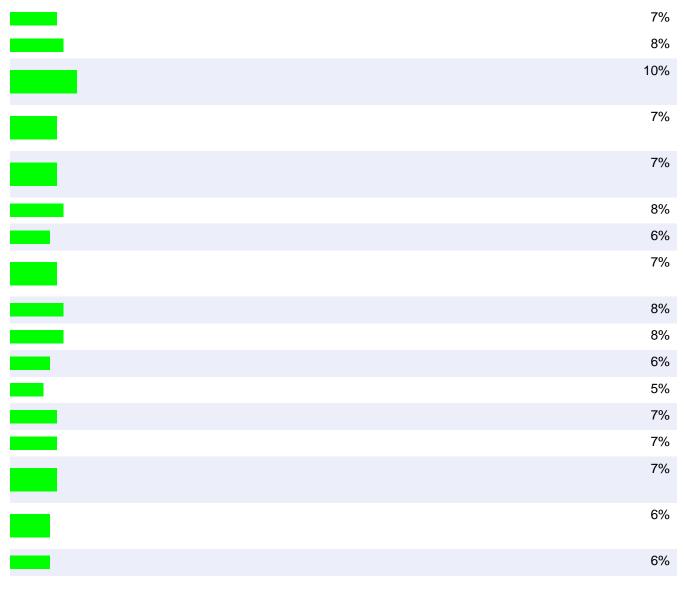
Page 35 of 116 06/11/2012

Based on Survey of Patients' Hospital Experiences (HCAHPS)



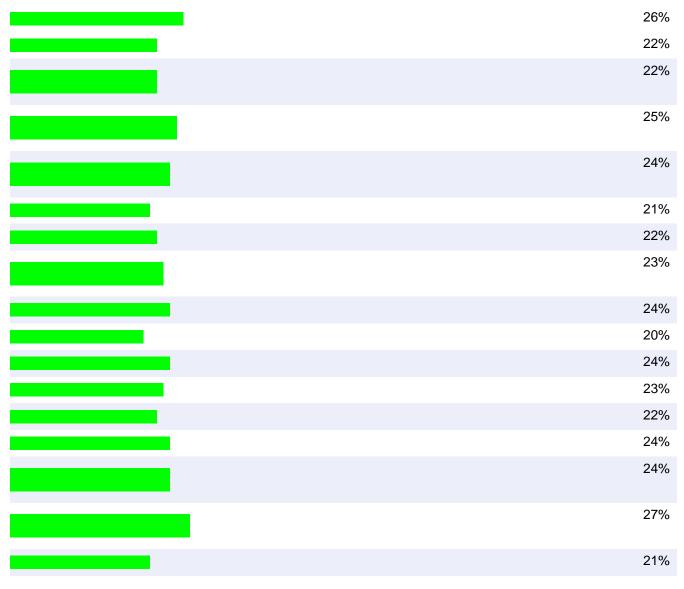
Page 36 of 116 06/11/2012

Based on Survey of Patients' Hospital Experiences (HCAHPS)



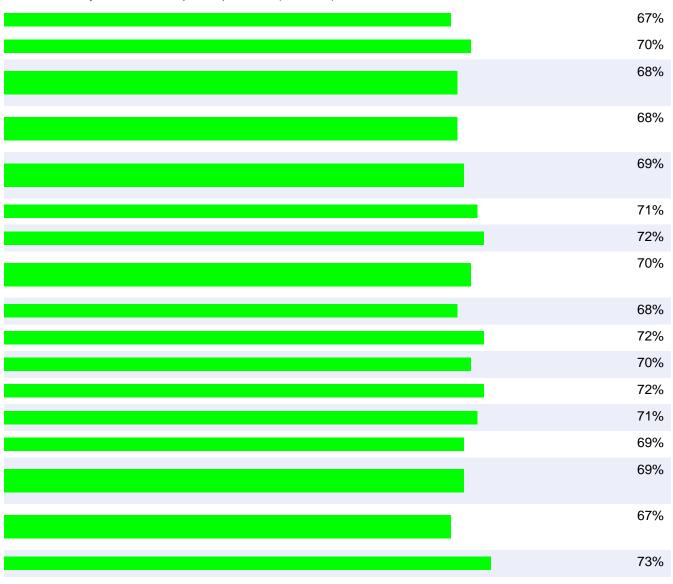
Page 37 of 116 06/11/2012

Based on Survey of Patients' Hospital Experiences (HCAHPS)



Page 38 of 116 06/11/2012

Based on Survey of Patients' Hospital Experiences (HCAHPS)



Page 39 of 116 06/11/2012

Based on Survey of Patients' Hospital Experiences (HCAHPS)

		20%
		23%
		21%
		18%
		21%
		19%
		19%
		19%
		21%
		19%
		21%
		19%
		21%
		19%
		19%
		18%
		20%

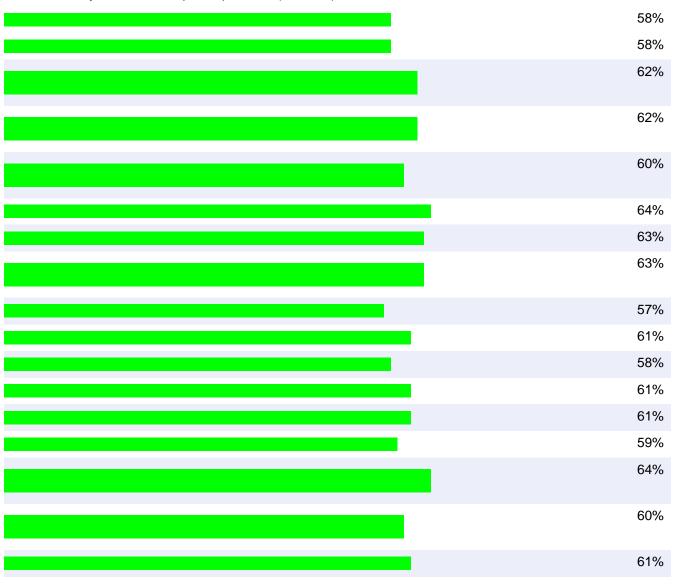
Page 40 of 116 06/11/2012

Based on Survey of Patients' Hospital Experiences (HCAHPS)

22%
19%
17%
20%
19%
17%
18%
18%
22%
20%
21%
20%
18%
22%
17%
22%
19%

Page 41 of 116 06/11/2012

Based on Survey of Patients' Hospital Experiences (HCAHPS)



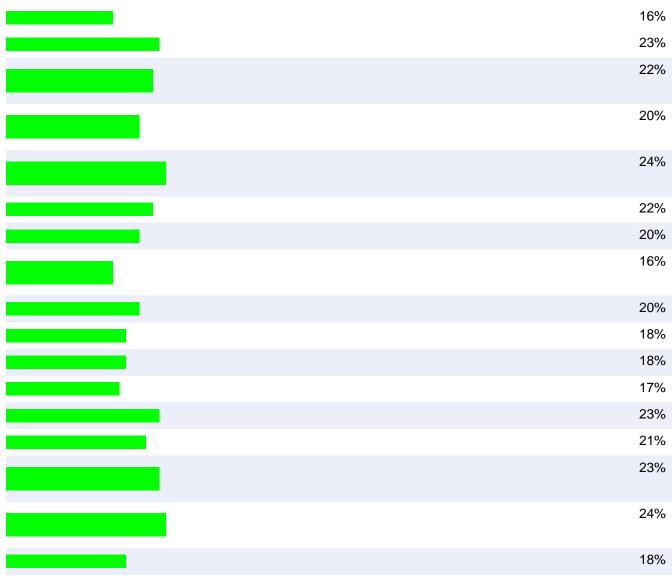
Page 42 of 116 06/11/2012

Based on Survey of Patients' Hospital Experiences (HCAHPS)

6%
10%
12%
6%
9%
9%
7%
7%
9%
8%
7%
7%
11%
11%
7%
6%
10%

Page 43 of 116 06/11/2012

Based on Survey of Patients' Hospital Experiences (HCAHPS)



Page 44 of 116 06/11/2012

Based on Survey of Patients' Hospital Experiences (HCAHPS)



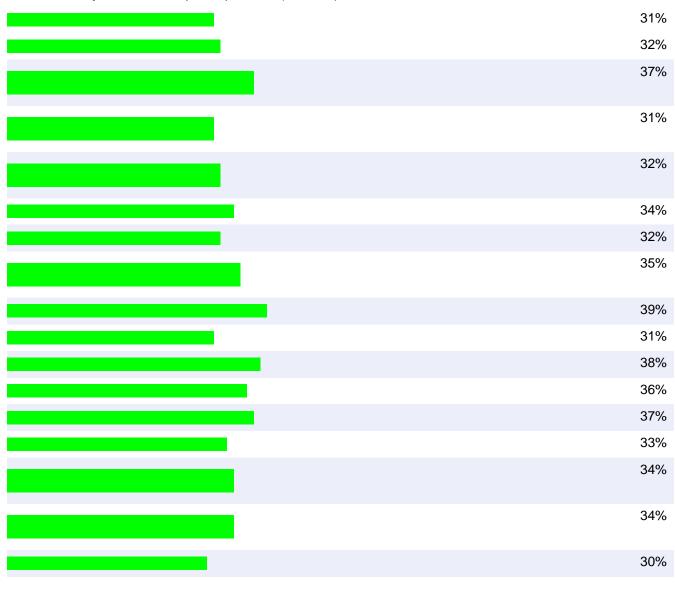
Page 45 of 116 06/11/2012

Based on Survey of Patients' Hospital Experiences (HCAHPS)

16%
20%
18%
11%
17%
13%
15%
10%
23%
12%
17%
15%
16%
17%
17%
15%
14%

Page 46 of 116 06/11/2012

Based on Survey of Patients' Hospital Experiences (HCAHPS)



Page 47 of 116 06/11/2012

Based on Survey of Patients' Hospital Experiences (HCAHPS)



Page 48 of 116 06/11/2012

Based on Survey of Patients' Hospital Experiences (HCAHPS)



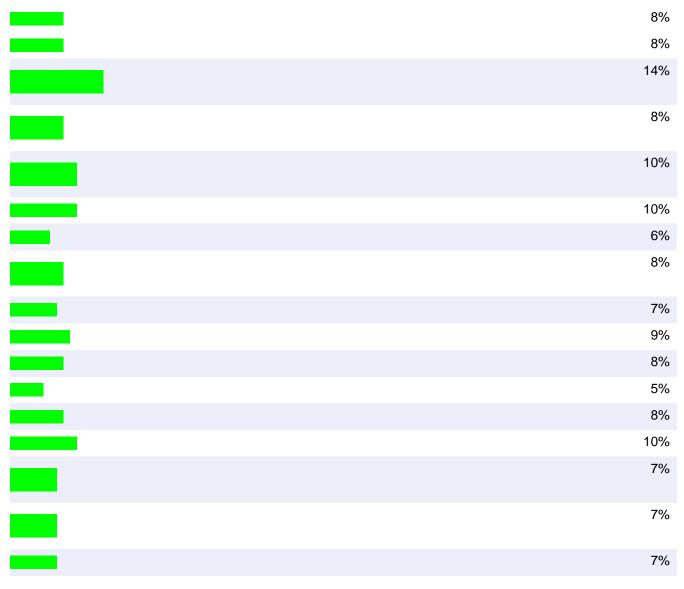
Page 49 of 116 06/11/2012

Based on Survey of Patients' Hospital Experiences (HCAHPS)

13%
17%
14%
13%
14%
13%
15%
14%
18%
14%
13%
17%
15%
14%
13%
11%
13%

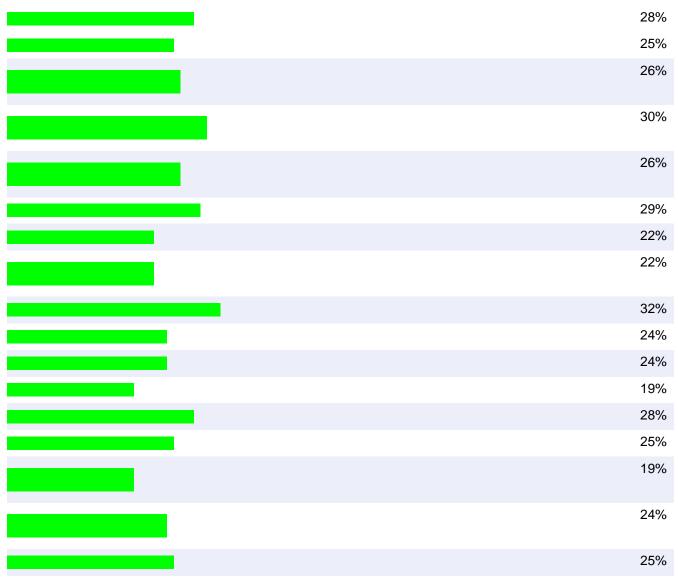
Page 50 of 116 06/11/2012

Based on Survey of Patients' Hospital Experiences (HCAHPS)



Page 51 of 116 06/11/2012

Based on Survey of Patients' Hospital Experiences (HCAHPS)



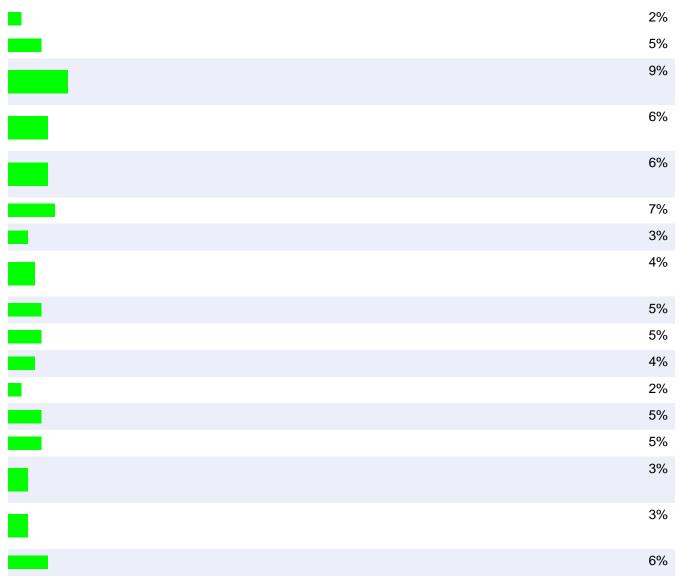
Page 52 of 116 06/11/2012

Based on Survey of Patients' Hospital Experiences (HCAHPS)



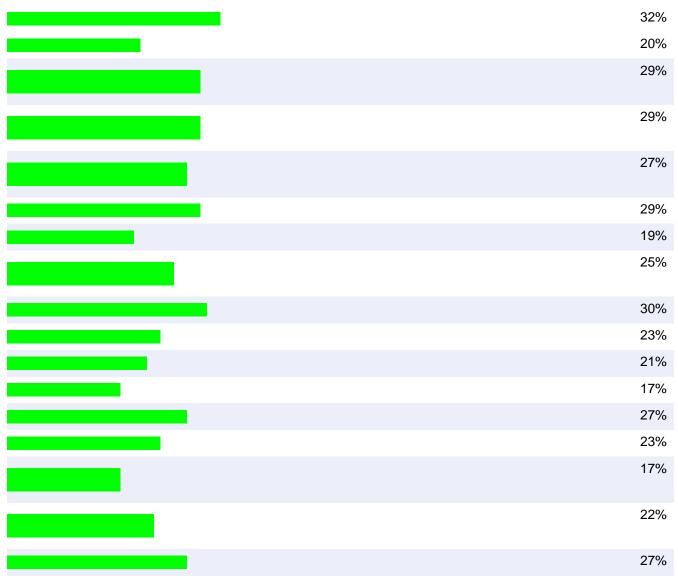
Page 53 of 116 06/11/2012

Based on Survey of Patients' Hospital Experiences (HCAHPS)



Page 54 of 116 06/11/2012

Based on Survey of Patients' Hospital Experiences (HCAHPS)



Page 55 of 116 06/11/2012

Based on Survey of Patients' Hospital Experiences (HCAHPS)



Page 56 of 116 06/11/2012

Based on Survey of Patients' Hospital Experiences (HCAHPS)

300 or more
300 or more

Page 57 of 116 06/11/2012

Based on Survey of Patients' Hospital Experiences (HCAHPS)

24%
28%
26% There were discrepancies in the data collection process
30%
31%
30%
37%
36%
34%
28%
36%
40%
31%
34%
31%
31%
26%

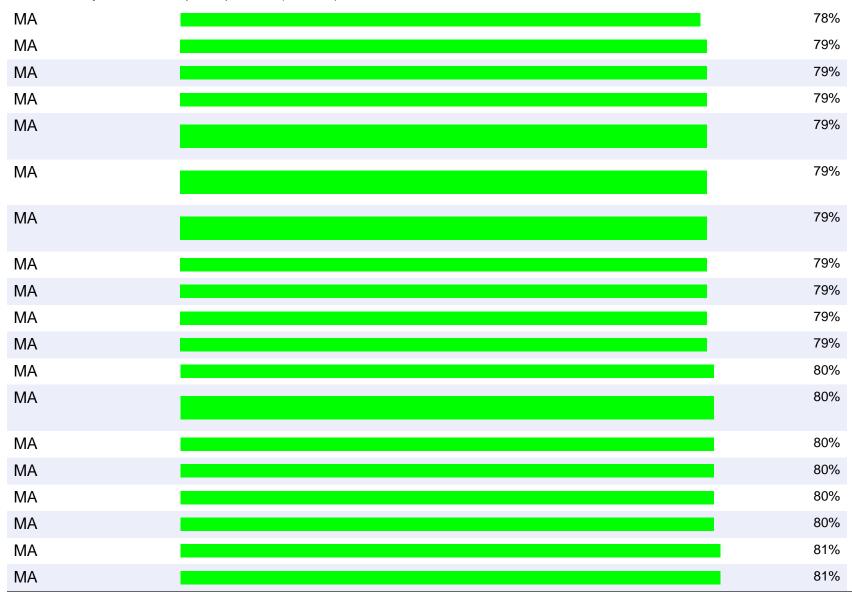
Page 58 of 116 06/11/2012

Based on Survey of Patients' Hospital Experiences (HCAHPS)

220175	METROWEST MEDICAL CENTER	FRAMINGHAM
220010	LAWRENCE GENERAL HOSPITAL	LAWRENCE
220033	BEVERLY HOSPITAL CORPORATION	BEVERLY
220046	BERKSHIRE MEDICAL CENTER INC	PITTSFIELD
220051	NORTH ADAMS REGIONAL HOSPITAL	NORTH ADAMS
220071	MASSACHUSETTS GENERAL HOSPITAL	BOSTON
220083	BETH ISRAEL DEACONESS HOSPITAL - NEEDHAM	NEEDHAM
220095	HEYWOOD HOSPITAL	GARDNER
220101	NEWTON-WELLESLEY HOSPITAL	NEWTON
220126	NORWOOD HOSPITAL	NORWOOD
221300	MARTHA'S VINEYARD HOSPITAL INC	OAK BLUFFS
220017	CARNEY HOSPITAL	BOSTON
220030	WING MEMORIAL HOSPITAL AND MEDICAL CENTER	PALMER
220036	ST ELIZABETH'S MEDICAL CENTER	BRIGHTON
220065	NOBLE HOSPITAL	WESTFIELD
220108	MILTON HOSPITAL INC	MILTON
220116	TUFTS MEDICAL CENTER	BOSTON
220029	ANNA JAQUES HOSPITAL	NEWBURYPORT
220050	BAYSTATE MARY LANE HOSPITAL	WARE

Page 59 of 116 06/11/2012

Based on Survey of Patients' Hospital Experiences (HCAHPS)



Page 60 of 116 06/11/2012

Based on Survey of Patients' Hospital Experiences (HCAHPS)

	17%
	16%
	15%
	19%
	14%
	15%
	16%
	15%
	15%
	17%
	13%
	13%
	14%
	14%
	16%
	13%
	15%
	16%
	16%

Page 61 of 116 06/11/2012

Based on Survey of Patients' Hospital Experiences (HCAHPS)



Page 62 of 116 06/11/2012

Based on Survey of Patients' Hospital Experiences (HCAHPS)

9%
8%
9%
10%
9%
10%
8%
13%
9%
10%
8%
12%
8%
12%
6%
10%
12%
9%
6%

Page 63 of 116 06/11/2012

Based on Survey of Patients' Hospital Experiences (HCAHPS)

26%
26%
29%
28%
29%
27%
24%
28%
29%
28%
17%
21%
24%
22%
20%
27%
25%
23%
25%

Page 64 of 116 06/11/2012





Page 65 of 116 06/11/2012

Based on Survey of Patients' Hospital Experiences (HCAHPS)

7%
7%
7%
5%
6%
7%
6%
6%
5%
7%
5%
6%
8%
6%
6%
7%
8%
5%
1%

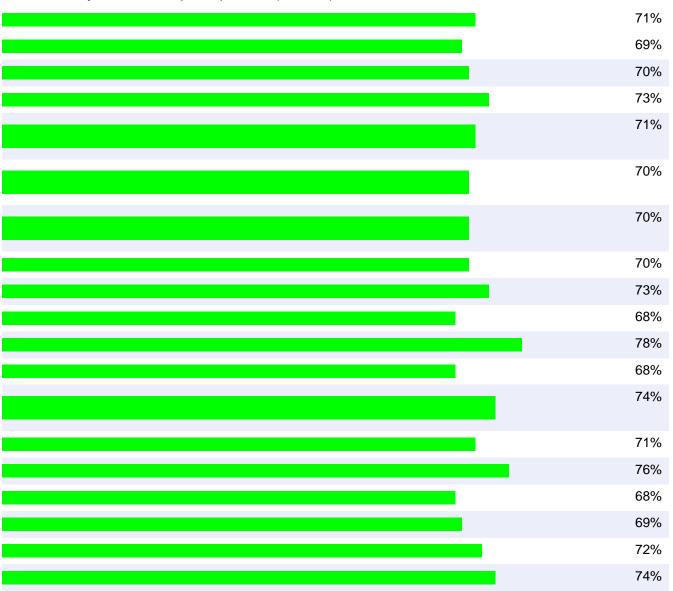
Page 66 of 116 06/11/2012

Based on Survey of Patients' Hospital Experiences (HCAHPS)

22%
24%
23%
22%
23%
23%
24%
24%
22%
25%
17%
26%
18%
23%
18%
25%
23%
23%
25%

Page 67 of 116 06/11/2012

Based on Survey of Patients' Hospital Experiences (HCAHPS)



Page 68 of 116 06/11/2012

Based on Survey of Patients' Hospital Experiences (HCAHPS)

18%
17%
20%
20%
21%
19%
19%
22%
19%
20%
16%
16%
21%
15%
17%
16%
18%
19%
19%

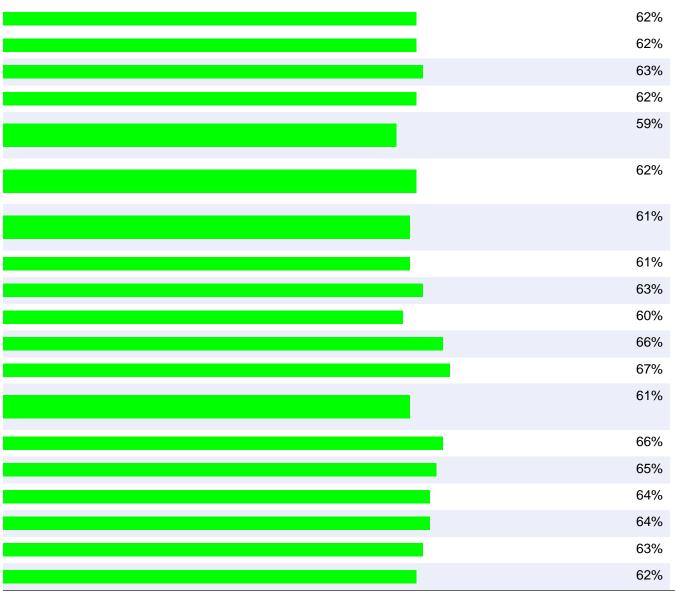
Page 69 of 116 06/11/2012

Based on Survey of Patients' Hospital Experiences (HCAHPS)

20%
21%
17%
18%
20%
19%
20%
17%
18%
20%
18%
17%
18%
19%
18%
20%
18%
18%
19%

Page 70 of 116 06/11/2012

Based on Survey of Patients' Hospital Experiences (HCAHPS)



Page 71 of 116 06/11/2012

Based on Survey of Patients' Hospital Experiences (HCAHPS)

7%
6%
8%
5%
5%
7%
6%
9%
4%
6%
5%
7%
9%
7%
4%
6%
8%
9%
8%

Page 72 of 116 06/11/2012

Based on Survey of Patients' Hospital Experiences (HCAHPS)

21%
23%
19%
20%
21%
22%
14%
18%
21%
19%
11%
21%
15%
21%
18%
23%
22%
20%
16%

Page 73 of 116 06/11/2012





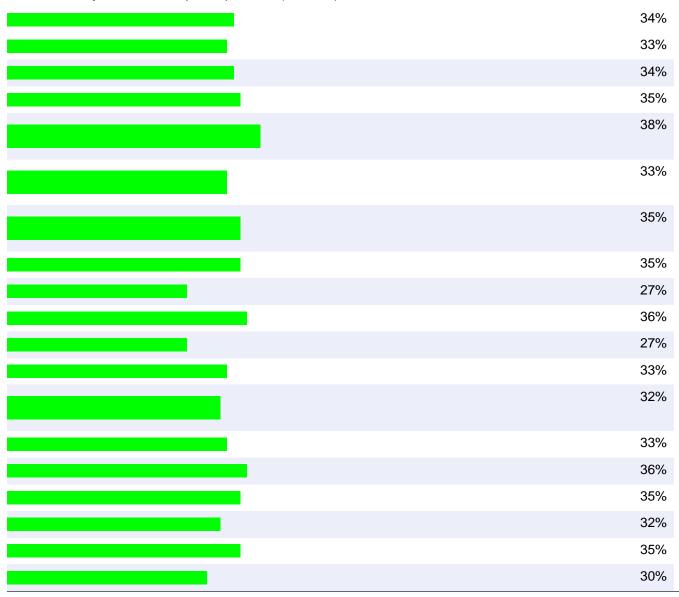
Page 74 of 116 06/11/2012

Based on Survey of Patients' Hospital Experiences (HCAHPS)

13%
14%
18%
14%
14%
20%
13%
15%
15%
20%
7%
12%
14%
16%
11%
13%
12%
15%
12%

Page 75 of 116 06/11/2012

Based on Survey of Patients' Hospital Experiences (HCAHPS)



Page 76 of 116 06/11/2012





Page 77 of 116 06/11/2012





Page 78 of 116 06/11/2012

Based on Survey of Patients' Hospital Experiences (HCAHPS)

17%
14%
15%
10%
11%
12%
17%
12%
13%
15%
10%
15%
13%
14%
11%
14%
14%
14%
8%

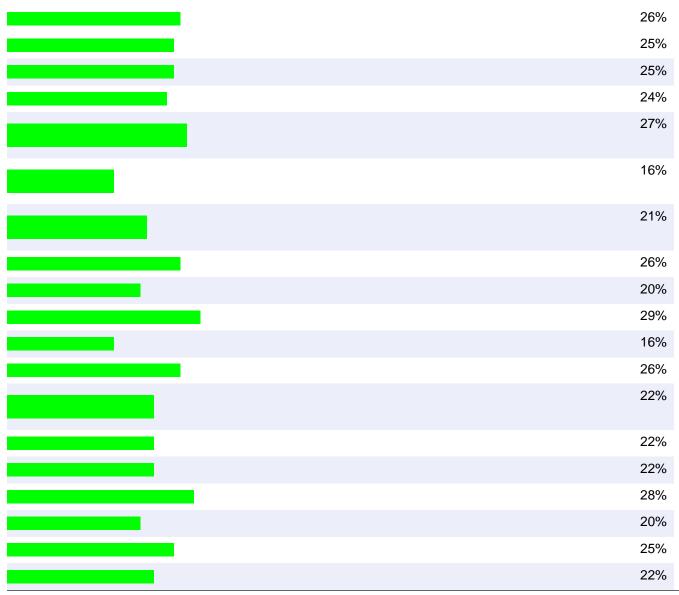
Page 79 of 116 06/11/2012

Based on Survey of Patients' Hospital Experiences (HCAHPS)

9%
8%
7%
10%
9%
5%
5%
7%
4%
9%
8%
8%
7%
8%
7%
9%
8%
8%
6%

Page 80 of 116 06/11/2012

Based on Survey of Patients' Hospital Experiences (HCAHPS)



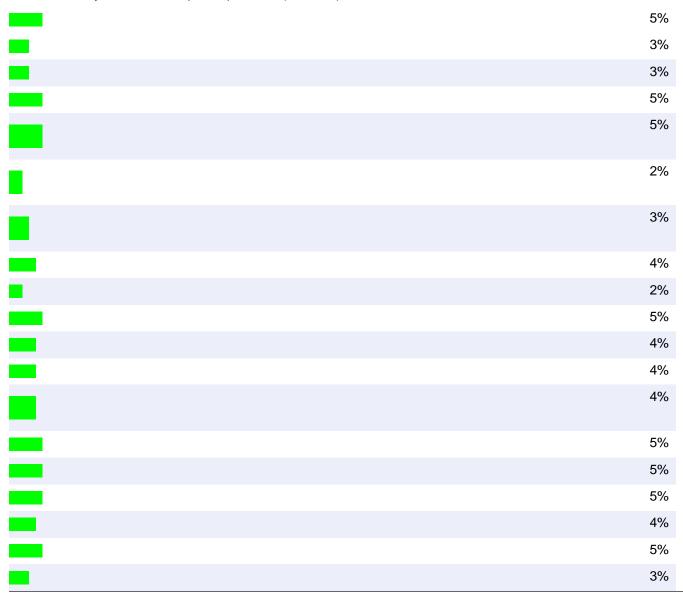
Page 81 of 116 06/11/2012





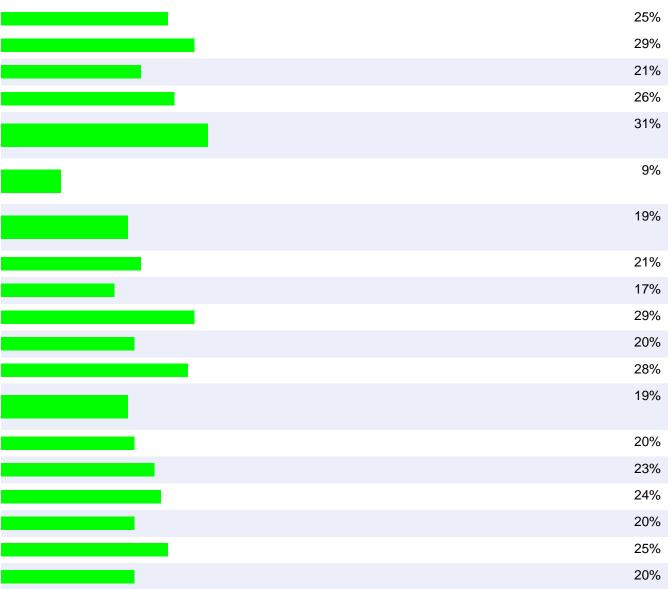
Page 82 of 116 06/11/2012

Based on Survey of Patients' Hospital Experiences (HCAHPS)



Page 83 of 116 06/11/2012

Based on Survey of Patients' Hospital Experiences (HCAHPS)



Page 84 of 116 06/11/2012





Page 85 of 116 06/11/2012

	Based on Surve	v of Patients	' Hospital Experiences	(HCAHPS)
--	----------------	---------------	------------------------	----------

300 or more
300 or more
Between 100 and 299
300 or more
Between 100 and 299

Page 86 of 116 06/11/2012

Based on Survey of Patients' Hospital Experiences (HCAHPS)

based on Survey of Fatients Trospital Experiences (FIGALIFS)	
	30%
	28%
	33%
	33%
	28%
	31%
	41%
	29%
	38%
	36%
	33%
	20%
	32%
	32%
	35%
	28%
	31%
	32%
	35%

Page 87 of 116 06/11/2012

Based on Survey of Patients' Hospital Experiences (HCAHPS)

220090	MILFORD REGIONAL MEDICAL CENTER	MILFORD
220105	WINCHESTER HOSPITAL	WINCHESTER
220110	BRIGHAM AND WOMEN'S HOSPITAL	BOSTON
220119	FAULKNER HOSPITAL	BOSTON
221303	ATHOL MEMORIAL HOSPITAL	ATHOL
220020	SAINT ANNE'S HOSPITAL	FALL RIVER
220084	EMERSON HOSPITAL	W CONCORD
220088	NEW ENGLAND BAPTIST HOSPITAL	BOSTON
221302	FAIRVIEW HOSPITAL	GREAT BARRINGTON
220058	CLINTON HOSPITAL ASSOCIATION	CLINTON
220177	NANTUCKET COTTAGE HOSPITAL	NANTUCKET
220062	ADCARE HOSPITAL OF WORCESTER INC	WORCESTER
220162	DANA-FARBER CANCER INSTITUTE	BOSTON
223302	CHILDREN'S HOSPITAL BOSTON	BOSTON

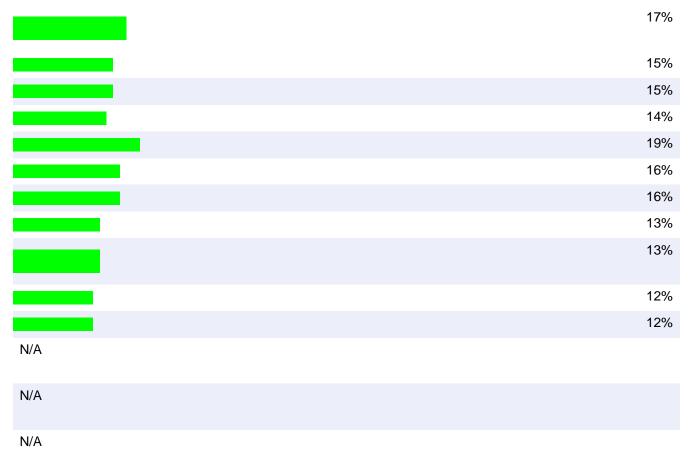
Page 88 of 116 06/11/2012

Based on Survey of Patients' Hospital Experiences (HCAHPS)



Page 89 of 116 06/11/2012

Based on Survey of Patients' Hospital Experiences (HCAHPS)



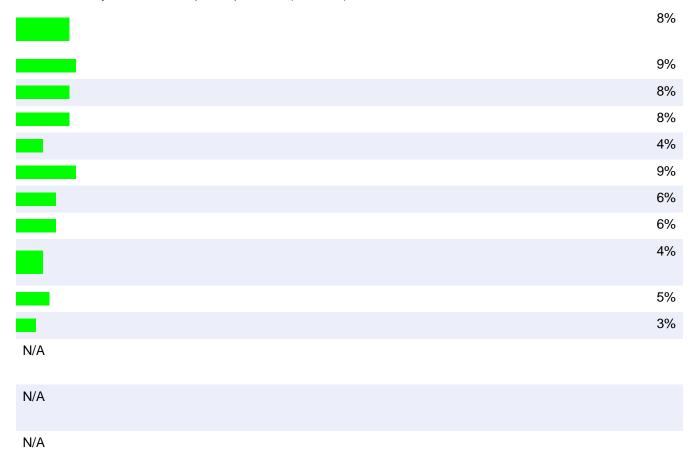
Page 90 of 116 06/11/2012

Based on Survey of Patients' Hospital Experiences (HCAHPS)



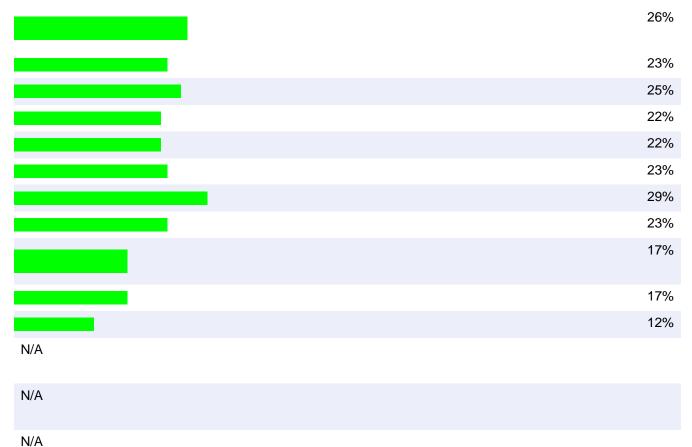
Page 91 of 116 06/11/2012

Based on Survey of Patients' Hospital Experiences (HCAHPS)



Page 92 of 116 06/11/2012

Based on Survey of Patients' Hospital Experiences (HCAHPS)



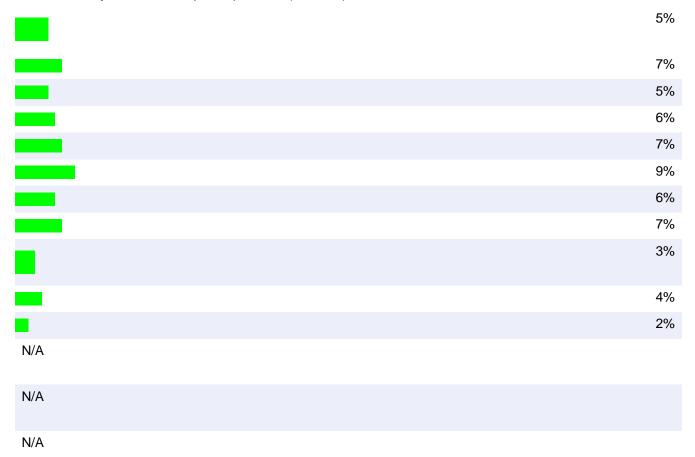
Page 93 of 116 06/11/2012

Based on Survey of Patients' Hospital Experiences (HCAHPS)



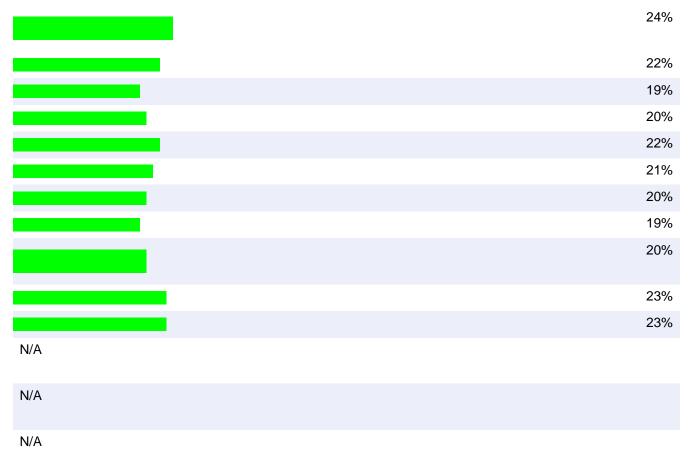
Page 94 of 116 06/11/2012

Based on Survey of Patients' Hospital Experiences (HCAHPS)



Page 95 of 116 06/11/2012

Based on Survey of Patients' Hospital Experiences (HCAHPS)



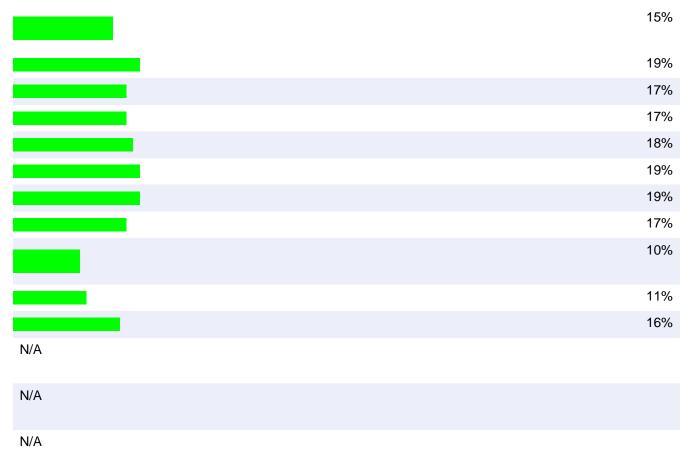
Page 96 of 116 06/11/2012

Based on Survey of Patients' Hospital Experiences (HCAHPS)



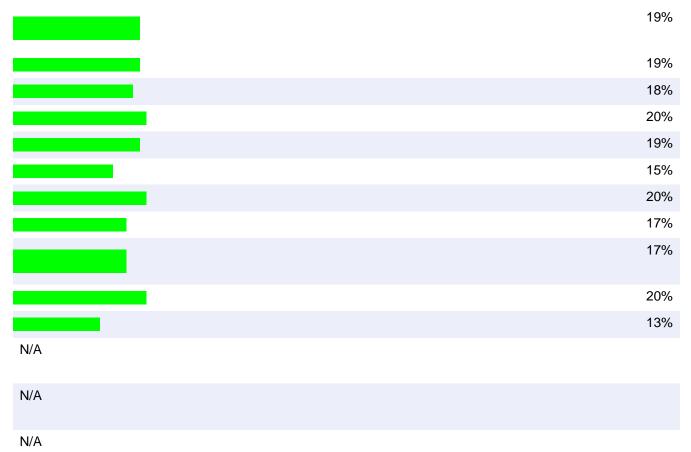
Page 97 of 116 06/11/2012

Based on Survey of Patients' Hospital Experiences (HCAHPS)



Page 98 of 116 06/11/2012

Based on Survey of Patients' Hospital Experiences (HCAHPS)



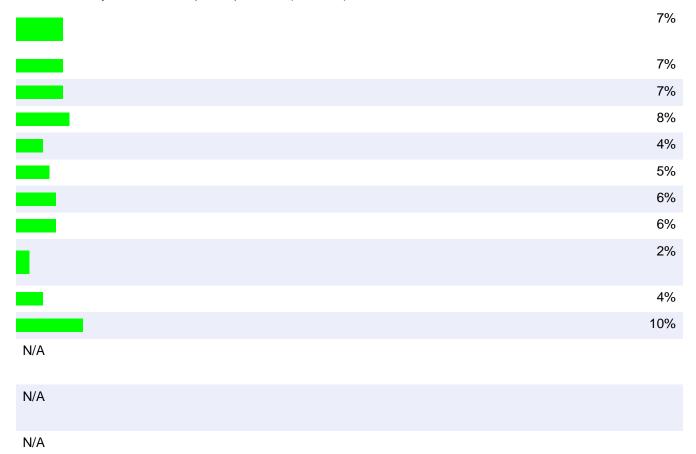
Page 99 of 116 06/11/2012

Based on Survey of Patients' Hospital Experiences (HCAHPS)



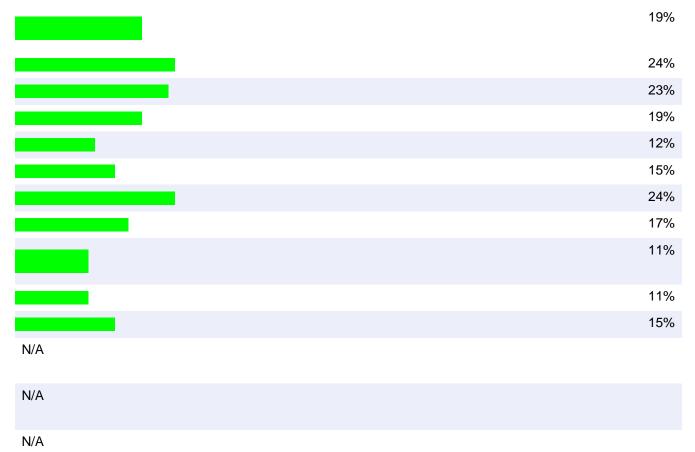
Page 100 of 116 06/11/2012

Based on Survey of Patients' Hospital Experiences (HCAHPS)



Page 101 of 116 06/11/2012

Based on Survey of Patients' Hospital Experiences (HCAHPS)



Page 102 of 116 06/11/2012

Based on Survey of Patients' Hospital Experiences (HCAHPS)



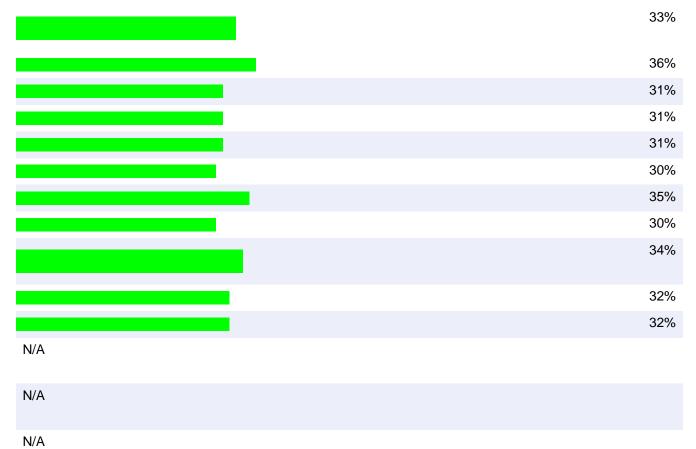
Page 103 of 116 06/11/2012

Based on Survey of Patients' Hospital Experiences (HCAHPS)

	16%
	18%
	16%
	11%
	5%
	15%
	16%
	12%
	9%
	7%
	6%
N/A	
N/A	
N/A	

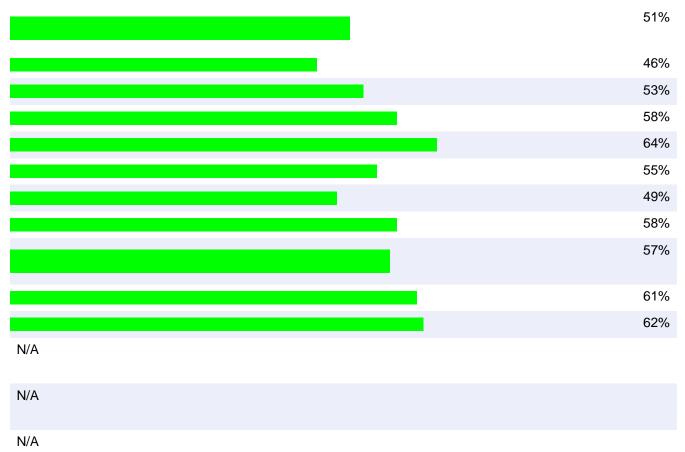
Page 104 of 116 06/11/2012

Based on Survey of Patients' Hospital Experiences (HCAHPS)



Page 105 of 116 06/11/2012

Based on Survey of Patients' Hospital Experiences (HCAHPS)



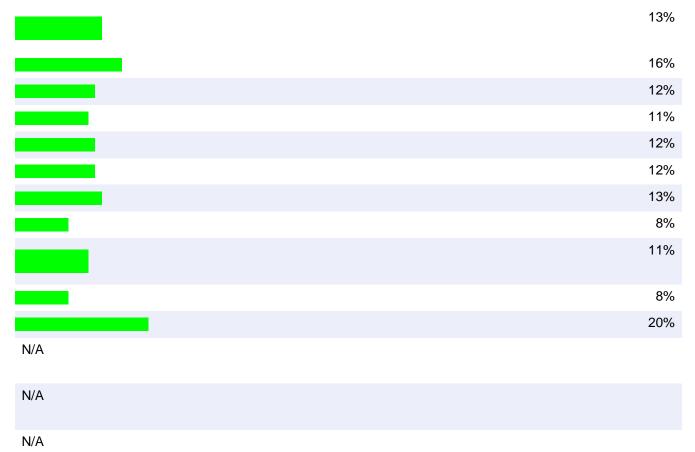
Page 106 of 116 06/11/2012

Based on Survey of Patients' Hospital Experiences (HCAHPS)



Page 107 of 116 06/11/2012

Based on Survey of Patients' Hospital Experiences (HCAHPS)



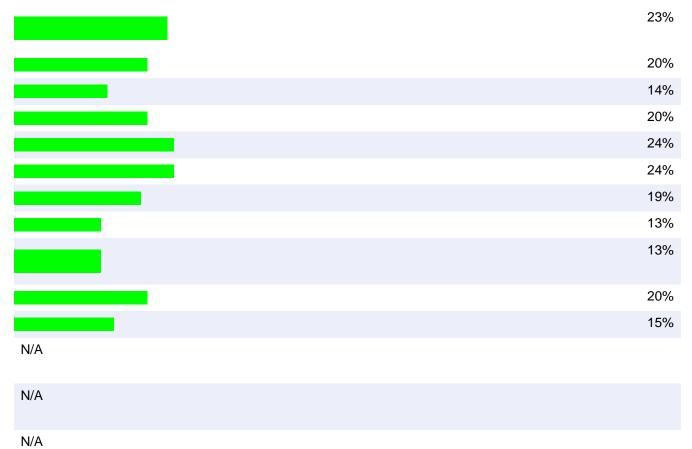
Page 108 of 116 06/11/2012

Based on Survey of Patients' Hospital Experiences (HCAHPS)

	6%
	5%
	5%
	6%
	8%
	10%
	6%
	3%
	3%
	2%
N/A	4%
N/A	
N/A	
N/A	

Page 109 of 116 06/11/2012

Based on Survey of Patients' Hospital Experiences (HCAHPS)



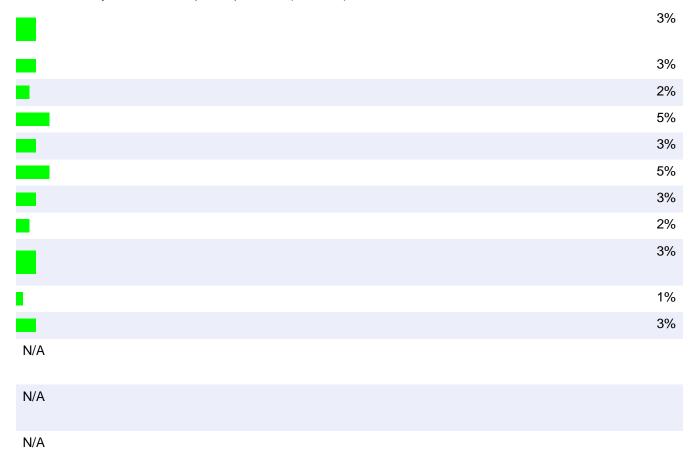
Page 110 of 116 06/11/2012

Based on Survey of Patients' Hospital Experiences (HCAHPS)



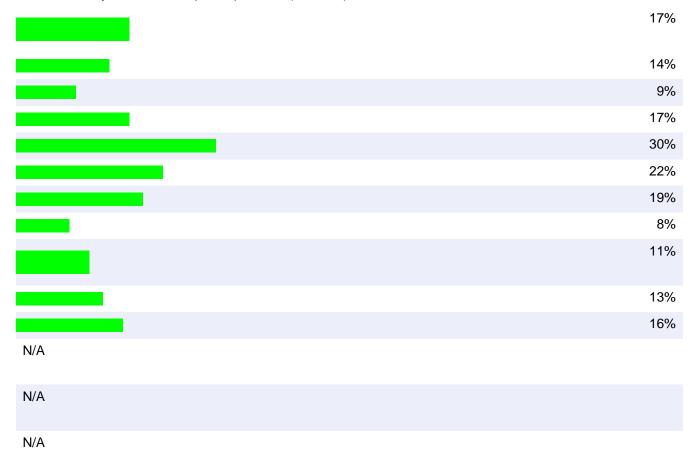
Page 111 of 116 06/11/2012

Based on Survey of Patients' Hospital Experiences (HCAHPS)



Page 112 of 116 06/11/2012

Based on Survey of Patients' Hospital Experiences (HCAHPS)



Page 113 of 116 06/11/2012

Based on Survey of Patients' Hospital Experiences (HCAHPS)



Page 114 of 116 06/11/2012

Based on Survey of Patients' Hospital Experiences (HCAHPS)

300 o	r m	ore
-------	-----	-----

300 or more

300 or more

300 or more

Between 100 and 299

300 or more

300 or more

300 or more

300 or more

Between 100 and 299

Between 100 and 299

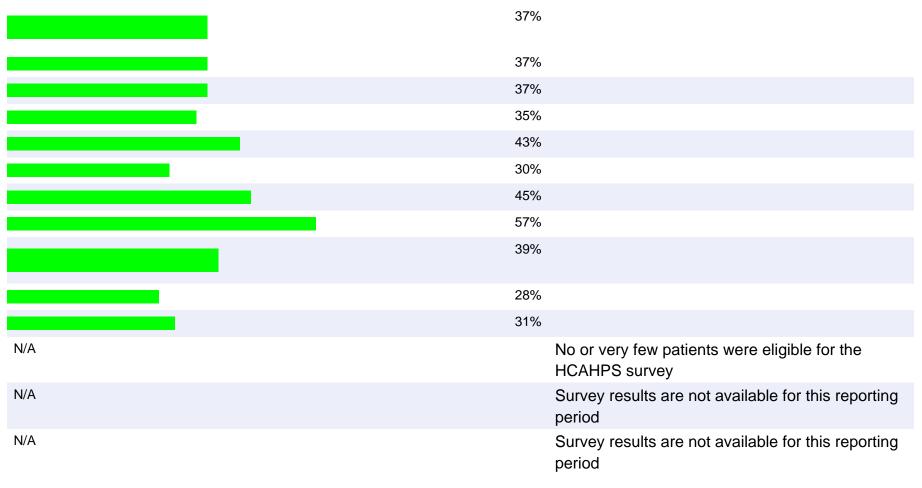
N/A

N/A

N/A

Page 115 of 116 06/11/2012

Based on Survey of Patients' Hospital Experiences (HCAHPS)



Page 116 of 116 06/11/2012